Name:

**Scenario:**

The owner of chain of 5 travel agencies would like to use Internet technologies to permit communication, both online & offline, between the Head Office and the other four agencies.

He hopes that these technologies will;

1. Reduce ‘phone and fax bills, which are large
2. Allow managers of the five agencies to discuss business matters simultaneously from their own locations
3. Record these discussions and review online meetings at a later date.
4. Save money now spent on meetings and communications.

You work for an IT firm. Your boss assigned you’re the task of researching software and hardware options that will achieve the travel agents aims.

After initial research you determine that there are 3 free suitable software candidates.

* Microsoft Live Messenger
* Yahoo Messenger
* Skype

Compare & contrast each of the three communication “tools” listed.

Recommend the most suitable to the owner. State the reasons for your choice. Are there any hardware considerations or costs?

Your recommendation should be in the form of a report.